

Clerical and Office Branch
Accounting, Clerical and Cashiering Group
Cashiering Series

COLLECTIONS SUPERVISOR

04/94

Summary

Under general supervision, as section supervisor, plan, assign and review revenue collection activities in a department having high volume cash or negotiable instrument receipts for taxes, fines or services.

Typical Duties

Direct or perform cashiering or customer account research and adjustment. Involves: assuring accuracy of cashier deposits; overseeing the correct posting of payments received through the mail or from other collection points to accounts in computer file; responding to and resolving customer complaints and explaining departmental policies and regulations; reviewing and recommending changes to cashiering policies and procedures; researching and analyzing account histories; reviewing and issuing refund authorizations or vouchers; transferring funds electronically or otherwise; reconciling cashier overages/shortages and bank accounts; posting disbursements and receipts and maintaining subsidiary and general ledgers; computing penalty and interest for non-routine accounts; verifying or entering transactions to adjust accounts; compiling periodic financial report summaries of revenue collected and disbursed.

Supervise assigned clerical personnel. Involves: scheduling, assigning, instructing in, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standard of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants.

Perform related duties as required. Involves: coordinating and monitoring performance of armored car or other contracted services; maintaining cash-handling and office equipment, as required and requisitioning supplies; substituting, if assigned, for immediate supervisor during temporary absences by performing specified duties and responsibilities essential to maintaining continuity of operations and similarly performing any duties of subordinates, if necessary, maintaining financial records and writing reports.

Minimum Qualifications

Training and Experience: Graduation from high school and five years experience involving financial or tax record-keeping including at least three years bookkeeping or cash handling experience relating to the revenue collection function; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Comprehensive knowledge of: cashiering practices and procedures; bank deposit preparation; account balancing and reconciliation. Good knowledge of: collection practices and procedures in organizations having high volume cash or negotiable instrument receipts for taxes, fines or services; English grammar, spelling and punctuation; spreadsheet, data base management, word processing and other collections related computer software programs. Some knowledge of: supervisory techniques and practices and procedures; personnel rules and regulations, and conduct, attendance and safety standards. Ability to: tactfully deal with irate citizens by explaining relevant departmental policies and regulations; use sound judgment to evaluate and recommend improvement of section's services; justly and impartially apply discretionary supervisory authority; express oneself clearly and concisely, both orally and in writing; establish and maintain effective working relationships with fellow employees, officials and the general public; maintain financial records and prepare reports.

Skill in: operation of computer terminals, personal computers, and cash-handling and common office equipment; counting money and performing mathematical calculations with speed and accuracy.

Special Requirements:

Must be bondable. Tax department position requires certification from Texas Board of Tax Professional Examiners within the time limits specified by the Texas Property Taxation Professional Certification Act.

Director of Personnel

Department Head

OFFICIAL